

FINANCIAL HARDSHIP POLICY

Assistance for Financial Hardship

Field Solutions Group (FSG) considers financial hardship to be a scenario where a customer is unable to meet their financial obligations with regards to our service as a result of:

- illness
- unemployment
- family breakdown
- death in the family
- natural disaster

... or other reasonable cause, but expects to be able to meet those obligations if arrangements with our company were changed. Either for a short or long term duration.

We perceive financial hardship to be a case of a customer being unable to pay their bills, rather than being unwilling to.

In such scenarios, we commit to approach the situation with empathy, compassion and confidentiality; with view to a mutually agreeable resolution. In the case of financial hardship, we will seek to come to an agreement with you to cover expected future use with adjustments taking into account your financial position and a continued reduction of the outstanding debt at a reasonable level.

Future use of the service may include a reduction in available features, plan level or other mutually agreed upon alterations; including suspension of services.

How to Apply

You must apply in writing, and have the minimum details:

- Account Name
- Your Name
- Account Number
- Details of your outstanding monies this application relates to
- Details of Financial Hardship
- Have you contacted your states financial counselling service
- Daytime Contact Phone Number
- Postal Address

Please send all the above details for an assessment to be completed for financial hardship.

Online: via email to **accounts@fieldsolutions-group.com**

or by Mail:

Field Solutions Group

Attention: Billing Department
Field Solutions Group
PO Box 269 Avalon Beach
NSW 2107

Assessment Duration

Our assessment will take approximately 7 business days.

Our Commitment to your Privacy

During the assessment, you may be required to provide sensitive information, including employment, income details, and bills. All details provided will be handled in the spirit of our privacy policy and we will adhere to all provisions of the Privacy Act 1988.

For more information on this process, please contact our team via one of the options provided below or on our contact page on our website.

Contact Information

You can contact FSG Customer Service for Sales, Support & Billing assistance via:

Phone: 1300 000 477

Website: **www.fieldsolutions-group.com**